FREQUENTLY ASKED QUESTIONS

What are the key strengths of your firm?

Key strengths of the firm are:

Client focus to meet agreed upon goals, strategic, analytical capability, the intellectual curiosity to understand complex issues and relationships, the patience to do the necessary homework, insight into talents and motivation of individuals… gained from over 25+ years of experience.

Ability to define problems, find solutions and write persuasively and effectively on behalf of the client, e.g. job descriptions, analysis of the candidate's strengths and fit with a culture;

Clarity and honesty in providing analysis (good or bad)

Unswerving dedication to deliver what was promised and to serve the client so that the burden is removed from his/her shoulders.

What are the key performance differentiators that distinguish you from your competition?

Feedback from clients indicates that JC&A offers added value through strategic contributions, capacity to grasp complex issues, high intellectual and analytical capability, insights into marketing issues and ability to define and clarify those issues. Another quality is sensitivity to political situations and an ability to navigate through complex structures to accomplish the objective.

The firm is committed to maintaining long term relationships and is willing at all times to provide candid feedback beyond the parameters, whether it is asked for or not. The firm is guided by a strong sense of ethics and issues of confidentiality along with an understanding of how to effectively present the client story in a balanced and appealing manner. Potential issues are acknowledged and defused. Specific processes are described in supporting materials.

How do you assess candidates? What is your process?

JC&A tailors the candidate assessment process to the needs of the client. Sources of candidate referrals are noted along with their recommendations. JC&A evaluates the sources (not all recommendations are accepted at face value.) In-depth interviews are scheduled after the candidate has reviewed the job description and supporting materials. The interviews may occur in one or two sessions, each lasting from 60-90 minutes. An analysis is provided of those interviews along with the resume. The client is informed of scheduling considerations. Any practical stumbling blocks are noted.

Interviews are conducted via phone, teleconference, or in person. The goal is to identify at least two finalists. This decision is made after thorough client/search representative evaluation of the candidates. A critical element is probing for interest and commitment about accepting the post. Preliminary financial information is obtained about family, housing and compensation. In-depth references are gathered and completed (for finalists). These are reported to the client with analysis, prior to final interviews being conducted.

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What is your policy regarding unsuccessful searches?

We do not have a policy regarding unsuccessful searches. Our contract is based upon a service agreement. We have never failed to meet our obligation. We have, when searches are frozen or positions redefined, been as flexible as possible to extend the terms and work with our clients so that there is a mutually satisfactory solution and value.

What is your "hands off" policy regarding employees at a client organization?

Our hands off policy is never to recruit an individual we have placed at an organization, nor to use any information gained in the course of a confidential relationship, to the detriment of a client. We respect a client's request for one year not to recruit an individual from the department (where we have been retained).